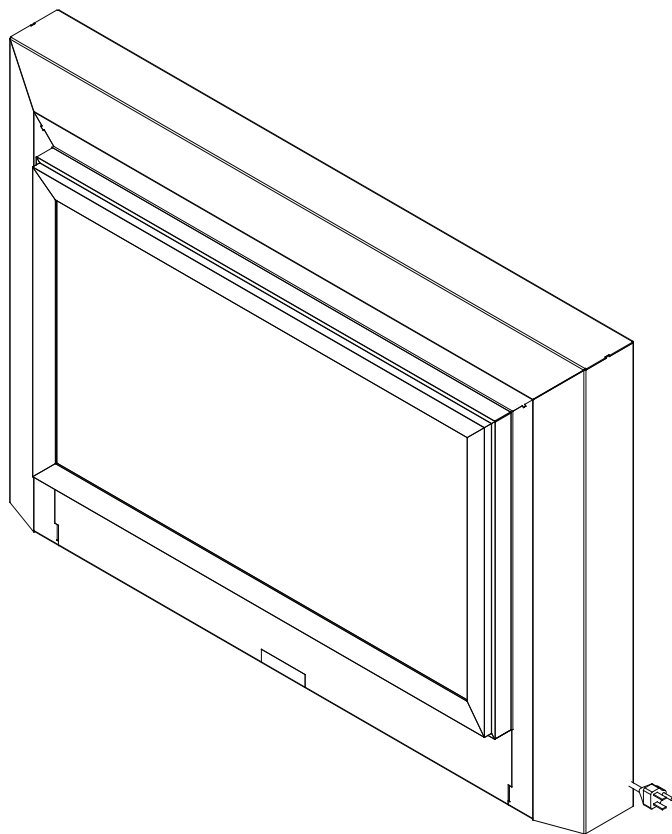




The world leader in electric fireplaces.



Owner's Manual










Model
RWF-DG

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to install or use this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

To view the full line of Dimplex products, please visit www.dimplex.com



Table of Contents

	Welcome & Congratulations	3
	Quick Reference Guide	3
	Important Instructions	4
	Fireplace Installation	5
	Operation	7
	Maintenance	8
	Warranty	9
	Replacement Parts	10
	Troubleshooting Guide	11

Always use a qualified technician or service agency to repair this fireplace.

- ! NOTE:** Procedures and techniques that are considered important enough to emphasize.
- ! CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.
- ! WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

! NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Operation is subject to the following two conditions: (1) this device may not cause interference and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Welcome & Congratulations

Thank you and congratulations for choosing to purchase an electric fireplace from Dimplex, the world leader in electric fireplaces.

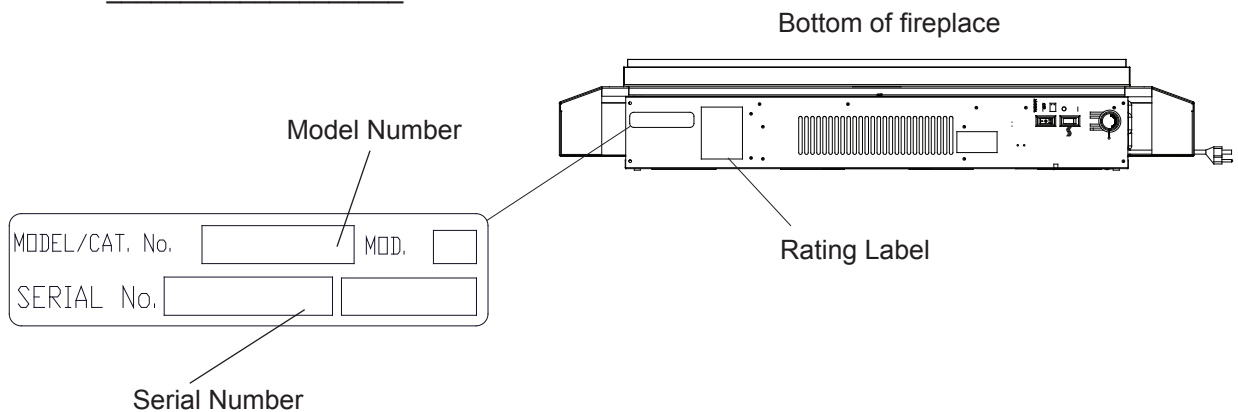
Please carefully read and save these instructions.

⚠ CAUTION: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

Model Number: _____

Serial Number: _____

Part Number: _____



Quick Reference Guide

- ① The electrical information regarding your electric fireplace can be found on the rating label located on the bottom of the unit, see above.
- ② Before installation, please record your fireplace's serial number above for future reference. The serial number can be found on the Model and Serial Number Label of your fireplace (see above).
- ③ If you have any technical questions or concerns regarding the operation of your electric fireplace, or require service contact customer service.



NO NEED TO RETURN TO THE STORE

Questions With the Assembly?

Require Parts Information?

Product Under Manufacturer's Warranty?



Call Toll-Free: 1-888-346-7539

Monday to Friday 8:00 a.m. to 4:30 p.m. EST

Please have your model number and product serial number ready. (See below)



IMPORTANT INSTRUCTIONS



When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

- ① Read all instructions before using the Sahara fireplace.
- ② The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the unit.
- ③ Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.
- ④ Always unplug the Sahara fireplace when not in use.
- ⑤ Do not operate with a damaged cord or plug, or if the heater has malfunctioned, or if the Sahara fireplace has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- ⑥ Do not use outdoors.
- ⑦ The Sahara fireplace is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- ⑧ Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over. Make certain cord is placed away from the firebox, mantel or other furniture so they cannot be placed on it.
- ⑨ To disconnect the unit, turn the controls off, then remove the plug from the outlet.
- ⑩ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
- ⑪ To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- ⑫ All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
- ⑬ Do not modify the Sahara fireplace. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- ⑭ To reduce the risk of electric shock, this appliance must be grounded. Avoid the use of an extension cord. Extension cords may overheat and cause a risk of fire. If you must use an extension cord, the cord must be No. 14 AWG minimum size and rated no less than 1875 Watts.
- ⑮ Do not burn wood or other materials in the Sahara fireplace.
- ⑯ Do not strike the glass front.
- ⑰ Always use a certified electrician should new circuits or outlets be required.
- ⑱ Always use properly grounded, fused and polarized outlets.
- ⑲ Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
- ⑳ When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.
- ㉑ If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- ㉒ The heater must not be located immediately below a socket-outlet.



CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
NO USER-SERVICABLE PARTS INSIDE



SAVE THESE INSTRUCTIONS

Fireplace Installation

Site Selection and Preparation

! NOTE: A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or the fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

⚠ CAUTION: When the heater is in use, this product draws a high, continuous electrical current. Not all electric receptacles are designed to work with high, continuous currents. If you plan on using this unit in an old, worn, or loose receptacle, or are unsure if the receptacle is suitable, please have it inspected by a qualified electrician prior to using this product.

⚠ WARNING: Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

⚠ WARNING: The supplied mounting bracket is designed for use with Dimplex wall mounted fireplaces only. Improper use, or use for purposes other than intended, may cause damage or injury.

Installation

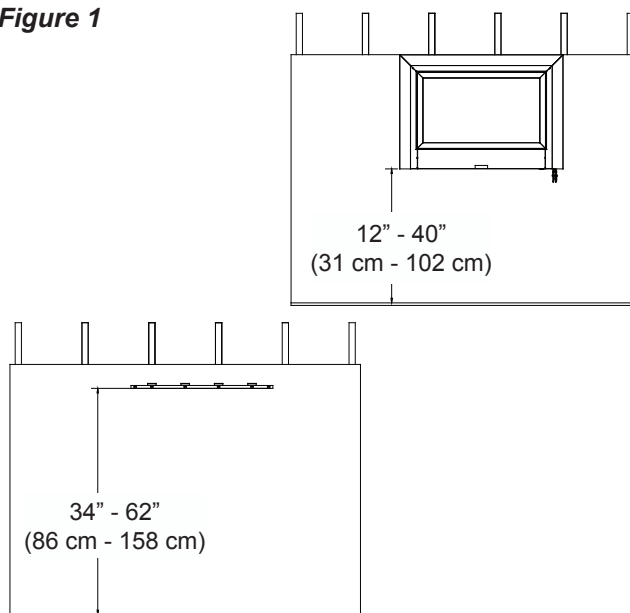
⚠ WARNING: Failure to install the Sahara fireplace as instructed below may result in damage to the equipment and or may expose the user to the risk of fire, serious injury, illness or death.

⚠ WARNING: The Sahara fireplace requires the wall mounting bracket screws to be installed into a minimum of two wall studs (Figure 1).

Tools Required

- #2 Phillips screwdriver
- Pencil
- Slot screwdriver
- Bubble level (supplied)
- Drill, and drill bits as required

Figure 1



Approximate time: 30 minutes for installation

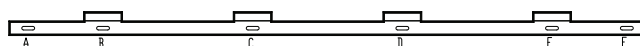
① Select an appropriate location to mount the unit on a wall, above an electrical outlet. The bottom of the unit must be a minimum of 12 inches (31 cm) above the floor (mounting bracket 34 inches (86 cm) above the floor). Access to the electrical outlet must be maintained. Ensure the installation meets the national and state/provincial electrical codes.

! NOTE: It is recommended that the bottom of the unit not be mounted higher than 40 inches (102 cm) from the ground (mounting bracket no higher than 62 inches (158 cm)).

⚠ WARNING: Ensure the front of the installed unit will be at least three (3) feet (0.9 m) from combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains.

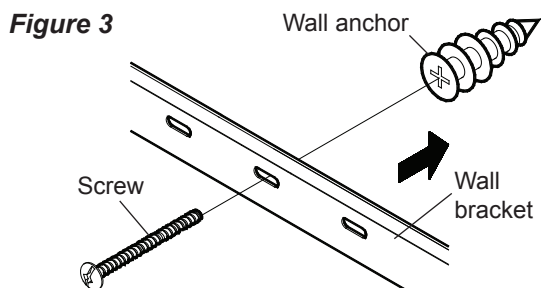
② The wall-mounting bracket must be mounted to at least two (2) wall studs. Studs should be accessed through two (2) wall-bracket holes in one of the following combinations: A&F, B&D, or C&E (Figure 2).

Figure 2



Fireplace Installation

! NOTE: Wall anchors must be installed in the appropriate wall locations to fasten the wall bracket through the remaining holes (Figure 3). For example, if you plan to secure the bracket to studs through holes A&F, install anchors centered on holes B, C, D, and E.



- ③ Hold the wall-mounting bracket on the wall and mark the location of ONE (1) of the mounting holes.
- ④ Place the bubble level onto the top of the wall-mounting bracket.
- ⑤ Adjust the wall-mounting bracket so the bubble on the level is centered between the two black lines.
- ⑥ Mark five (5) other mounting screw locations, on the wall, ensuring that the wall bracket stays level.
- ⑦ Install the supplied wall anchors on the marked locations by placing a #2 Phillips screwdriver into the recess of the anchor.
- ⑧ Press the anchor into the wall in the desired marked position while turning the anchor clockwise until it is flush with the wall.
- ⑨ Insert the wall anchor screws through the wall bracket and thread into the wall anchors. Tighten the screw (Figure 4).
- ⑩ Install the remaining screws through the bracket and into the wall studs as required.

! NOTE: At least two of the mounting screws must be installed into a wall stud.

- ⑪ Remove glass assembly (Figure 4).
- ⑫ Mount the unit on the wall as shown (Figure 5).
- ⑬ Fix the unit in place by inserting two (2) screws through 2 of the 4 available back panel holes, and into the wall studs. If studs are unattainable please use wall anchors (Figure 6).
- ⑭ Replace glass assembly.

Figure 4

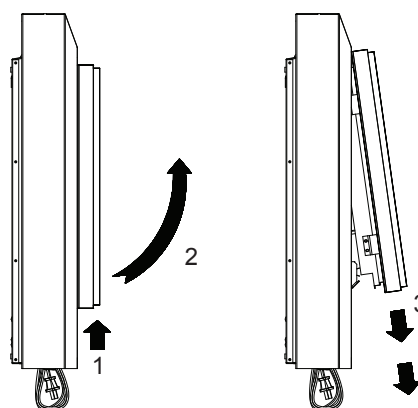


Figure 5

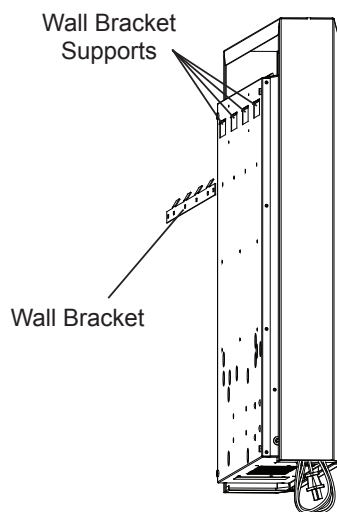
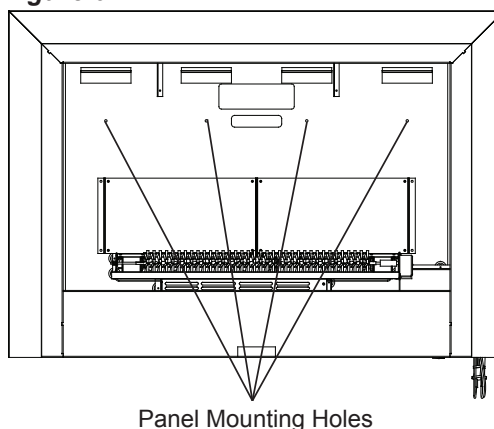


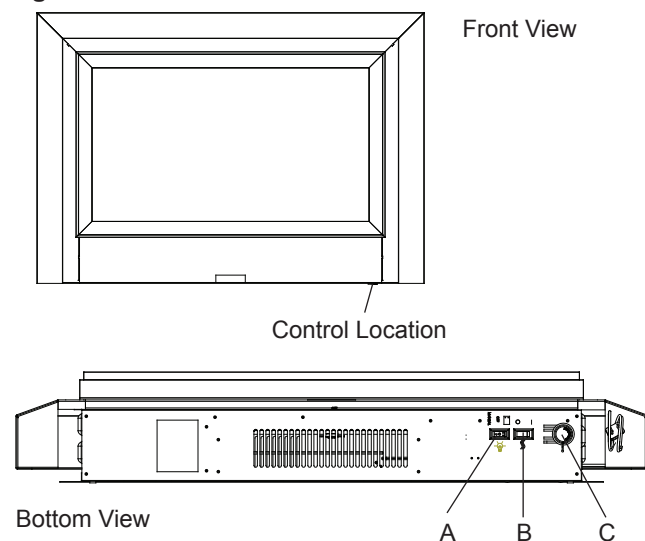
Figure 6



Operation

The controls are located on the bottom surface of the Sahara fireplace on the right side (Figure 7).


Figure 7




A. Main On/Off Switch

The switch has two On positions marked with  and "Manual".

The "Manual" position is for manual operation. In this position the built-in remote control is by-passed.

The  position is for operating the unit with the provided remote control.

When in  position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center position the unit is off.

B. Heater On/Off Switch

The Heater On/Off Switch supplies power to the heater fan and the heater element. When the switch is in the On position the heater operates if the thermostat calls for heat.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.


Resetting The Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the Main On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

CAUTION: If you need to continuously reset the heater, unplug the unit and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Operation

The fireplace is supplied with an integrated on/off remote control.

NOTE: Ensure that the fireplace Main On/Off Switch is set to the Remote Control  setting (up position).

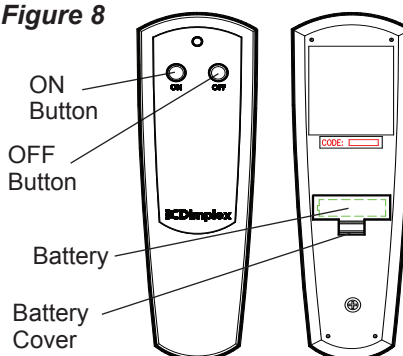
To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

Battery Replacement

To replace the battery:

- ① Slide battery cover open on the hand held transmitter (Figure 8).
- ② Correctly install one (1) 12 Volt (A23) battery in the battery holder.
- ③ Close the battery cover.

Figure 8





Maintenance

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Light Bulb Replacement

Allow at least five (5) minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin. Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two (2) bulbs under the log set which generate the flames and embers.

Helpful Hints

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

Light Bulb Requirements

Quantity of three (3) – 60 Watt chandelier or candelabra bulbs with E-12 (small) socket base, 120 Volt.

Do not exceed 60 Watts per bulb.

Bulb Replacement Instructions:

- ① Unplug the unit from the outlet.
- ② Remove glass assembly as shown in Figure 4.
- ③ Reach in and turn the burnt-out bulb(s) (or all bulbs) counter-clockwise to remove.
- ④ Replace with new bulbs.
- ⑤ Fit glass assembly back in place.
- ⑥ Plug in the Sahara fireplace.

Glass Cleaning

The front glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

Sahara Fireplace Surface Cleaning

To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

To prevent scratching, do not use abrasive cleaners or spray liquids on any surface.

Products to which this limited warranty applies

This limited warranty applies to the following models of your newly purchased Dimplex electric fireplace **RWF-DG** and to newly purchased Dimplex fireplace surrounds (mantels) and trims. This limited warranty applies only to purchases made in any province of Canada except for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) except for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products, other than fireplace surrounds (mantels) and trims, covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of the first purchase of such products.

Dimplex fireplace surrounds (mantels) and trims covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products.

The limited 1 year warranty period for products other than fireplace surrounds (mantels) and trims and the limited 1 year warranty period for fireplace surrounds (mantels) and trims also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-DIMPLEX

(1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Dimplex will do in the event of a defect?

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during (i) the 1 year limited warranty period for products other than fireplace surrounds (mantels) and trims, and (ii) the 1 year limited warranty period for surrounds (mantels) and trims, you have the following rights:

- Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- For products other than surrounds (mantels) and trims, this 1 year limited warranty entitles the purchaser to on-site or in-home warranty services. Accordingly, Dimplex will be responsible for all labour and transportation associated with repairing or replacing the product or part except as follows: (i) charges which may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Dimplex's dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.
- For surrounds (mantels) and trims, this 1 year limited warranty does not entitle the purchaser to on-site or in-house warranty services. The purchaser is responsible for removal and transportation of the surrounds (mantels) and trims (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business. On-site or in-home services for surrounds (mantels) and trims may be performed at the purchaser's specific request and expense at Dimplex's then-current rates for such services. Dimplex will not be responsible for, and this limited warranty shall not include, any expense incurred for installation or removal of the surrounds (mantels) or trims or any part thereof (or any replacement product or part) including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall be the purchaser's responsibility.

What Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS,



Warranty

OFFICERS, OR AGENTS, BE LIABLE TO the PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



Replacement Parts

Flicker Motor	2000210200RP
Heater Assembly	2200490600RP
Thermostat	2300150100RP
Lampholder wire assembly	2500450100RP
On/Off Switch	2800070200RP
On/Off/On Switch.	2800071100RP
Remote Receiver.	3000380200RP
Flicker Rod	5901070200RP

Glass Assembly.	6904190200RP
Control Knob	8800620100RP
Cutout	2300270400RP
Cordset	4100190100RP
Terminal Block.	4000070100RP
Capacitor.	2300030100RP
Remote Control	3000370500RP



Dimplex North America Limited


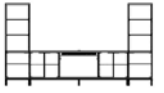

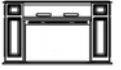


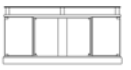



1367 Industrial Road
Cambridge ON
Canada N1R 7G8





© 2010 Dimplex North America Limited




















Troubleshooting Guide










Problem	Possible Cause	Corrective Action
Circuit breaker trips or fuse blows when unit is turned on.	Improper circuit current rating.	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install on a dedicated 15-amp circuit. If problem persists, contact technical support.
Unit turns on or off by itself.	<ol style="list-style-type: none">1. Remote control has a similar frequency to another remote.2. Radio frequency disturbance from outside sources.	<ol style="list-style-type: none">1. Re-initialize remote or move unit out of range of interference.2. Change frequency of other device if possible.3. If problem persists, contact technical support.
Lights dim in room while the unit is on.	Unit is drawing close to circuit current rating.	Move the unit to another outlet or install unit on a dedicated 15-amp circuit.
Power cord gets warm.	<ol style="list-style-type: none">1. Normal operation.2. Improper extension cord in use.	<ol style="list-style-type: none">1. The power cord may get slightly warm to the touch when the heater is on.2. Ensure any extension cord used is rated for 1875 W and 14 AWG.3. If problem persists, contact technical support.
Fireplace does not turn on.	<ol style="list-style-type: none">1. Unit is not plugged in.2. Circuit breaker has tripped.3. Improper operation.4. Remote not initialized.5. Depleted batteries in remote.	<ol style="list-style-type: none">1. Plug unit in to outlet.2. Check electrical panel.3. Refer to instruction manual.4. Initialize the remote control.5. Install new battery into remote.6. If problem persists, contact technical support.
Flame frozen or shutters.		Contact technical support.
Flame not bright or not visible.	Burned out light bulbs.	Replace light bulbs.
Log set dim or not glowing.	Burned out light bulbs.	Replace light bulbs.
Light leaking from log set.	<ol style="list-style-type: none">1. Log set not installed properly.2. Defective log set.	<ol style="list-style-type: none">1. Check log set for proper fit.2. Contact technical support.
Heater is not turning off.	<ol style="list-style-type: none">1. Improper operation.	<ol style="list-style-type: none">1. Refer to instruction manual.2. If problem persists, unplug unit and contact technical support.
Heater is not turning on.	<ol style="list-style-type: none">1. Improper operation.	<ol style="list-style-type: none">1. Refer to instruction manual.2. If problem persists, unplug unit and contact technical support.
Heater emits an odor.	<ol style="list-style-type: none">1. Normal operation.	<ol style="list-style-type: none">1. Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.2. If problem persists, unplug unit and contact technical support.
Heater fan turns on but heater lacks heat.	<ol style="list-style-type: none">1. Improper operation.2. Normal operation.	<ol style="list-style-type: none">1. Refer to instruction manual.2. Normal operation.3. If problem persists, unplug unit and contact technical support.
Heating element is glowing red.	<ol style="list-style-type: none">1. Normal operation.	<ol style="list-style-type: none">1. Small glowing sections of the element are considered normal.2. If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and contact technical support.















Media Consoles				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
	SAP-500-C SAP-500-B SGFP-500-C SGFP-500-B	Marana - Media console in cherry or black finish with floating glass top		
		Media console	1 year	N/A
		33" landscape electric firebox with logs.	5 year	1 year
		33" landscape electric firebox with glass ember bed.		
	PGDS25-BMA1064 PGDS25-BMA1064CB	Geneva - Media console in mocha finish. Features glass door cabinets with adjustable shelves and set of matching pier cabinets.		
		Media console and pier cabinets	1 year	N/A
		25" landscape electric firebox with logs.	2 year	1 year
		25" landscape electric firebox with glass ember bed.		
	SMP-155G-E-ST	Bennett - Media console package in espresso finish		
		Media console	1 year	N/A
		26" self-trimming electric firebox	2 year	1 year
	SAP-033-BW SGFP-033-BW	Atwood - Media console in burnished walnut finish with fold out storage.		
		Media console	1 year	N/A
		33" landscape electric firebox with logs.	5 year	1 year
		33" landscape electric firebox with glass ember bed.		
	SMP-160-E-ST	Langley - Media console package in an espresso finish		
		Media console	1 year	N/A
		26" self-trimming electric firebox	2 year	1 year
	SAP-350-B SGFP-350-B	Gibbons - Media console in black finish with 6 drawer storage.		
		Media console	1 year	N/A
		25" landscape electric firebox with logs.	2 year	1 year
		25" landscape electric firebox with glass ember bed.		
	DFP25-MA1015 DFP25-MA1015G	Windham - Media console in mocha finish with smoked glass top and doors that conceal two storage areas.		
		Media console	1 year	N/A
		25" landscape electric firebox with logs.	2 year	1 year
		25" landscape electric firebox with glass ember bed.		
	DFP4974BW	Logan - Media console in burnished walnut finish with plenty of sturdy shelving.		
		Media console	1 year	N/A
		Firebox 23" with a 2" black trim frame.	1 year	N/A
	GDS25-E1055 GDS25-E1055G	Brookings - Media console in espresso finish, features interchangeable door panels; glass, wood and fabric inserts.		
		Media console	1 year	N/A
		25" landscape electric firebox with logs.	2 year	1 year
		25" landscape electric firebox with glass ember bed.		
	GDS25-N1057 GDS25-N1057G GDS25-1057E GDS25-1057EG	Montgomery - Traditional corner media fireplace in nutmeg or espresso finish.		
		Corner media console	1 year	N/A
		25" landscape electric firebox with logs.	2 year	1 year
		25" landscape electric firebox with glass ember bed.		

Media Consoles				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
Corry 	DFP6854B	Corry - Media console package in black finish.		
		Media console	1 year	N/A
		26" electric firebox.	2 year	1 year
Lucas 	GDS20-OK9151	Lucas - Media console in warm oak finish.		
		Media console	1 year	N/A
		20" self-trimming electric firebox.	1 year	N/A
Novara 	SAP-300-W SGFP-300-W SAP-300-B SGFP-300-B	Novara - Media console in white or black finish with smoked glass accents.		
		Media console	1 year	N/A
		25" landscape electric firebox with logs.	2 year	1 year
		25" landscape electric firebox with glass ember bed.		
Cornet 	DFP905B	Cornet - Media console in black finish.		
		Media console	1 year	N/A
		Firebox 20" with integral remote.	1 year	N/A

32" Electric Fireplace Packages				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
Newport BW 	SEP-BW-600-BG-FB	Newport Fireplace - Traditional cabinet in burnished walnut finish with black granite-look surround.		
		Mantel cabinet and surround.	1 year	N/A
		32" Multi-fire electric firebox.	10 year	1 year
Torchiere 	SEP-BW-4217-FB	Torchiere - A rich, hand-rubbed burnished walnut finish with distinctive carved detailing.		
		Mantel cabinet.	1 year	N/A
		32" Multi-fire electric firebox.	10 year	1 year
Hampton 	SEP-O-4500-FB	Hampton - Strong lines in dark oak finish with faux black granite accents.		
		Mantel cabinet.	1 year	N/A
		32" Multi-fire electric firebox.	10 year	1 year
Vienna 	SEP-BW-460-FB	Vienna - Carved detailed cabinet with burnished walnut finish.		
		Mantel cabinet.	1 year	N/A
		32" Multi-fire electric firebox.	10 year	1 year
Classic French 	SEP-BO-4219-FB	Classic French - Carved detailed cabinet in burled oak finish.		
		Mantel cabinet.	1 year	N/A
		32" Multi-fire electric firebox.	10 year	1 year








30"/33" Electric Fireplace Packages				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
 Carlyle	SOP-475-BW	Carlyle - Luxurious design that combines a burnished walnut finish with granite surround and carved details.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Laguna	SOP-285-B SOP-285-W	Laguna - Contemporary unit in black or white finish.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Chilton	SOP-295-E	Chilton - Sleek fireplace in espresso finish complimented by brushed steel inlay.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Stratford Corner	SOP-261C-O	Stratford Corner - Traditional corner fireplace in distressed medium oak finish.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Traditional Alabaster	EMP-AB-475	Traditional Alabaster - Traditional cabinet in alabaster finish.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Bel Aire	EMP-300-PE	Bel Aire - Mantel reminiscent of the Art Deco era with fluted scroll pilasters in a pecan finish and black granite-look hearth.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Notting Hill	SOP-380-O	Notting Hill - Strong classic detailing in a traditional warm oak or cherry finish.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Mason	SOP-945-TC SOP-945-TCG	Mason - Contemporary cast cabinet fireplace package in taupe finish.		
		Mantel cabinet.	1 year	N/A
		33" landscape electric firebox with logs. 33" landscape electric firebox with glass ember bed.	5 year	1 year
 Dorset	EMP-PE-2509	Dorset - Traditional fireplace in pecan finish with antique brass accent knobs.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Hartford	SOP-330-C	Hartford - Classic fireplace in aged cherry finish and ornate inlays.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Belvedere	GDS30-BW1053	Belvedere - Traditional fireplace in burnished walnut finish with rounded pilasters and perimeter fluting.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year
 Essex	GDS30-1086BW GDS30-1086W GDS30-1086O	Essex - Classic fireplace with fluted columns, carved dentil molding and burnished walnut, white or oak finish.		
		Mantel cabinet.	1 year	N/A
		30" self-trimming electric firebox	5 year	1 year

26" Electric Fireplace Packages				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
Fieldstone 	SMP-904-ST	Fieldstone - Rustic fireplace with a man-made stone and hand-hewn pine mantel.		
		Mantel cabinet.	1 year	N/A
		26" self-trimming electric firebox	2 year	1 year
Devon 	SMP-BK170-O-ST	Devon - Bookcase mantel in oak finish.		
		Mantel cabinet.	1 year	N/A
		26" self-trimming electric firebox	2 year	1 year
Cambridge 	CAMBRIDGE-ESP	Cambridge - Espresso mantel with twin screen doors in brushed nickel.		
		Mantel cabinet.	1 year	N/A
		Trim, twin screen doors in brushed nickel finish.	1 year	N/A
Oxford 	SMP-195C-O-ST	Oxford - Traditional corner unit in distressed medium oak, cherry or white finish.		
		Corner mantel cabinet.	1 year	N/A
		26" self-trimming electric firebox	2 year	1 year
Preston 	DFP6787C DFP6787O	Preston - Traditional fireplace package containing cherry or oak mantel and 26" firebox.		
		Mantel cabinet.	1 year	N/A
		26" electric firebox with black trim.	2 year	1 year
Kenton 	SMP-130-W-ST SMP-130-O-ST SMP-130-E-ST	Kenton - A classic fireplace with clean, uncluttered lines in white, oak or espresso finish.		
		Mantel cabinet.	1 year	N/A
		26" self-trimming electric firebox	2 year	1 year
Bella 	EMP6856GB	Bella - Contemporary gloss white and black fireplace with a tempered glass top.		
		Mantel cabinet.	1 year	N/A
		26" self-trimming electric firebox	2 year	1 year
Bianca 	SMP-125-B-ST SMP-125-W-ST	Bianca - Contemporary unit in black or white gloss finish with a pleated surround.		
		Mantel cabinet.	1 year	N/A
		26" self-trimming electric firebox	2 year	1 year
Bradford 	GDS26-BW1052	Bradford - Heirloom quality mantel in rich burnished walnut finish. The picture frame pilasters can be personalized with photos inside the wood/glass insert panels.		
		Mantel cabinet.	1 year	N/A
		26" self-trimming electric firebox	2 year	1 year

23", 20" and 18" Electric Fireplace Packages				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
Brockton 	BROCKTON-BW	Brockton - Traditional cabinet in burnished walnut finish and a Victorian styled, antiqued cast trim with spark screen.		
		Mantel cabinet.	1 year	N/A
		Trim kit, cast, antique brown with highlights.	1 year	N/A
		23" electric insert.	1 year	N/A
Hastings 	CFP4949BW	Hastings - Victorian styled, antiqued cast trim with spark screen in a burnished walnut finish.	1 year	N/A
Caprice 	DFP4743O DFP4743C DFP4743W	Caprice - Traditional fireplace in warm oak, cherry or white finish and a 23" firebox.	1 year	N/A
Rome 	DFP7823EB	Rome - Compact fireplace in espresso bronze finish and carving detail. Includes 20" firebox.	1 year	N/A
Warren 	CFP3902BW CFP3902W	Warren - Burnished walnut or white unit that can be utilized as a flat wall unit or easily converted into a corner unit with all parts included. Includes a 20" firebox.	1 year	N/A
Trenton 	GDS23-MA1051	Trenton - Traditional fireplace in mocha finish.		
		Mantel cabinet.	1 year	N/A
		23" electric firebox with 2" black trim.	1 year	N/A
Acadian 	DFP20-1060BW	Acadian - Traditional fireplace in burnished walnut finish. Contains customizable picture frame header ideally suited for displaying photos, collectible art or left alone for a traditional mantel appearance. Includes a 20" firebox.	1 year	N/A
Holbrook 	DFP4765BW	Holbrook - Traditional fireplace package in a burnished walnut finish and 2" black trim. Includes 23" firebox.	1 year	N/A
Branson 	DFP3696O	Branson - Compact corner fireplace in a warm oak finish. Includes a 20" firebox.	1 year	N/A
Troy 	CFP3950BW CFP3950O	Troy - Compact fireplace in a burnished walnut or warm oak finish. Includes 20" firebox.		
		Mantel cabinet.	1 year	N/A
		20" electric firebox.	1 year	N/A
Tessa 	CFP3685O CFP3685A	Tessa - Compact fireplace in oak finish with a 20" firebox.	1 year	N/A
Bravado II 	DFP18-1041E DFP18-1041N	Bravado II - Compact fireplace package in espresso or nutmeg finish and a black marble-look surround. Includes an 18" firebox with lava bed.	1 year	N/A
Mozart II 	DFP18-1069GB	Mozart - Contemporary compact unit in a gloss black finish. Includes an 18" firebox with lava bed.	1 year	N/A
Chelsea 	DCF7850W DCF7850B	Chelsea - Corner standing fireplace in white or black finish.	2 year	1 year










Warranty Information Electric Stoves

Stoves				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
Celeste 	TDS8515TC TDS8515TB	Celeste - Cream or gloss black finish.	1 year	1 year
Deluxe Stove 	DS7420	Deluxe Stove	1 year	N/A
Traditional Stove 	DS5603	Traditional Stove	1 year	N/A
Compact Stove 	CS3311	Compact Stove	90 days	N/A
Cube Stove 	DCS19W	Cube Stove - White finish	90 days	N/A
Promotional Stove 	CS-1205	Promotional Stove	90 days	N/A
Mini Cube Stove 	DMCS13R	Mini Cube Stove - Red finish	90 days	N/A















Warranty Information Wall Mount Fireplaces

Wall Mount Fireplaces				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
Linear 	BLF50	Linear - 50" Linear Electric Firebox with glass ember bed. Three installation options: fully recessed into new construction wall; retrofit; wall-mount.	2 year	2 year
Recessed - Convex 	VCX1525	Recessed - Convex - Curved in-stud fireplace with on/off remote control.	1 year	1 year
Recessed Wall Mount 	V1525BT-BLK V1525BT-GM	In-stud fireplace with bevelled edge style frame in black or gun metal finish. Includes on/off remote control.	1 year	1 year
Recessed Wall Mount 	V1525RT-BLK V1525RT-GM	In-stud fireplace with rectangular style frame in black or gun metal finish. Includes on/off remote control.	1 year	1 year
Corner Wall Mount 	EWMC-CC-SS	Corner Wall Mount - Corner wall-mounted fireplace in cream finish. Includes on/off remote control.	2 year	2 year
Sahara Wall Mount 	RWF-DG	Sahara Wall Mount - Dark gray finish frame and landscape style firebox filled with sand. Includes on/off remote.	1 year	1 year
Baldwin 	TFA36E	Baldwin - Unique product in espresso finish. Easily hangs on walls and comes with a rechargeable battery so no messy cords. Does not include heater option.	1 year	N/A



Warranty Information Outdoor Products & Grills

Outdoor Products				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
Scottsdale 	EMP-OSTN-36	36" outdoor fireplace package		
	Mantel	Mantel	1 year	N/A
	DFO3607	36" outdoor electric firebox	1 year	N/A
Spectra 	EOSM-2007	Spectra - Outdoor electric stove with mosquito repellent located in top of stove. Brown metallic finish.	1 year	N/A
Deck Companion 	EOS-2006	Deck Companion - Outdoor electric stove	1 year	N/A
Ventura 	CXD2000H-NA	Ventura - Backyard radiant heater, black finish.	1 year	N/A
Patio Umbrella Heater 	PUH1500	Patio umbrella heater - Includes three 500 watt radiant heating quartz elements.	1 year	N/A

Grills				
MODEL	CATALOGUE NUMBER	DESCRIPTION	LIMITED PARTS WARRANTY	LIMITED SERVICE WARRANTY
BPC-2007 	BPC-2007	PowerChef Electric Grill - Full cart, electronic control panel, stainless steel hood and side shelves.	1 year	N/A
TBQ-120-DLX 	TBQ-120-DLX	PowerChef Electric Grill - electronic control, matte black finish with 304 stainless steel accents.	1 year	N/A
TBQ-120-REG 	TBQ-120-REG	PowerChef Electric Grill - electronic control, matte black finish with enamel gloss black accents	1 year	N/A
EBQ-2007 	EBQ-2007	EBQ Electric Grill - Cart style, manual control, matte black finish	1 year	N/A
CBQ-120-ELE 	CBQ-120-ELE	PowerChef Convertible Electric Grill - Tabletop model, electronic control panel, Low contoured lid.	1 year	N/A
CBQ-120-MAN 	CBQ-120-MAN	PowerChef Convertible Grill - Tabletop model, precise manual control, Low contoured lid.	1 year	N/A
	CBQ-Stand	Stand for the convertible unit	1 year	N/A
	CBQ-Wall	Wall Mount Bracket	1 year	N/A
	CBQ-Shelf	Shelf Kit	1 year	N/A
PBQ-120-METRO 	PBQ-120-METRO	PowerChef Table Top Electric Grill - Precise manual control, black finish	1 year	N/A